

Practice and Patient Charter
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Purpose of the Charter

This charter sets out the standards of service you can expect from our practice, and in return, the responsibilities you have as a patient. It helps us work together to deliver safe effective and respectful care under the NHS.

What you can expect from Us

We will:

- Provide high quality medical care that meets national NHS standards.
- Treat you with Respect, dignity and courtesy at all time
- Keep your personal health information confidential and secure
- Offer same day appointments for urgent medical problems
- Aim to offer routine appointments within 2 weeks
- Provide access to telephone and/or online consultations where appropriate
- Ensure you are involved in decision about your care and that you are given:
 - Clear explanations about your condition and treatment.
 - Information about other NHS services and support options.
 - Provide repeat prescriptions in 48 hours (2 working days)
 - Handle complaints or concerns promptly, thoroughly and fairly
 - Promote health and wellbeing through preventative care such as vaccinations and health checks
 - Maintain a clean, safe and accessible environment
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What we ask from You

We ask that you:

- Treat all staff, clinicians and other patients with respect and courtesy.
- Arrive on time for your appointments and inform us if you need to cancel

Use urgent appointments responsibly and only when genuinely needed.

- Understand that non-urgent issues may not be dealt with immediately

- Inform us of any changes to your name, address or contact details.
- Follow medical advice and take medications as prescribed.
- Take part in screening and preventative health programmes where invited.
- Provide honest and complete information about your health and circumstances
- Use online services (e.g. repeat prescriptions, appointment booking) where possible to reduce the pressure on phone lines.
- Respect the zero tolerance policy towards abuse, aggression or harassment

Zero Tolerance Policy

We have a zero tolerance policy towards violence, abuse and discrimination. Any patient behaving inappropriately may be removed from our patient list and where necessary reported to the police.

Your feedback is important. You can:

- Complete our Friends and Family Test
- Submit a comment or complaint through reception or our website
- Join our patient participation group (PPG) to help shape services

This charter is reviewed annually and updated to reflect any changes in NHS guidelines or practice procedure.